

Oct. 22, 2010

This Week:

- U.S. Coast Guard Presentation
- Washington State Transportation Commission Presentation
- Capacity Restored on Mukilteo/Clinton and San Juan Inter-Island Routes
- Customer Feedback

U.S. Coast Guard Presentation

On Sunday, Oct. 17, I presented to the U.S. Coast Guard (USCG) reserves in Seattle. I shared some general information on the ferry system but focused on safety and security and our relationship with the USCG and the Washington State Patrol. I enjoyed responding to the questions and appreciated the opportunity to present.

Washington State Transportation Commission Presentation

I presented to the Commission on cost reductions this Wednesday. I overviewed the many steps that WSF has taken to decrease costs by \$27 million annually, which includes the reduction of 35 positions, and many consultants and temporary workers. At this meeting, the Commission also heard from the Passenger Vessel Association (PVA) expert panel on their recommendations following the panel's review of WSF's operation and management practices. WSF is working diligently on the action plan, due Nov. 15 to the Governor, in response to the PVA's recommendations. You may read the PVA's report at www.wsdot.wa.gov/ferries/accountability.

Capacity Restored on Mukilteo/Clinton and San Juan Inter-Island Routes

We are restoring capacity on the Mukilteo/Clinton and San Juan inter-island routes today with a series of boat moves following the return of the Kaleetan from its Eagle Harbor period. These routes have been served by smaller vessels since the Kittitas experienced problems with its controllable pitch propeller (CPP) system and was removed from service on Saturday, Oct. 16. Unfortunately, we have learned that it will take several weeks to fabricate and install a new part for the CPP system. This means that the Kittitas will be out of service longer than expected. I will update you on the situation next week.

Customer Feedback

I recognize that there has been an increase in customer complaints during the last year. I want to emphasize that customer satisfaction is very important to me and I am working hard to turn that around. We recently underwent a customer service review and will be implementing some of the findings in the coming months. At the same time, I want to reinforce the good work performed by employees as examples of strong customer service and the direction I want the organization to head. Below is a compliment received from a customer in the San Juan Islands. I want to especially thank Captain Richard Morvan and the crew of "A" watch, Anacortes international run out of Friday Harbor for their efforts on Sept. 29.

Captain Richard Morvan, Chief Mate Laura Kohler and Ordinary Seamen Bart Christie and Eirini Chelioudakis-Psillos responded expeditiously and with urgency to a call [from] my brother-in-law...suffering serious pain and bleeding due to complications from recent surgery. They assisted in a friendly, professional, helpful and caring manner, immediately taking vitals, arranging for us to be first off the boat, notifying customs, having a power wheelchair available, went with sister-in-law to parking lot to insure she knew how to get as close as possible to boat and insuring we had good directions to the hospital. Then to our amazement Chief Laura, & Mates Bart and Eirini came to the hospital to make sure we got there and we were ok. WOW!! That kind of service and caring attitude is awesome!! I must note many other Department Mates helped out in making sure my brother-in-law was cared for....They all exemplified caring and positive attitudes and should be recognized for providing outstanding customer service...The boat was very clean and we had a beautiful ride. Thanks for a great experience.

Next Week:

- Publicizing upcoming community meetings

David Moseley's weekly reports are available on the WSDOT Ferries Division Web site at www.wsdot.wa.gov/ferries/weekly.

To unsubscribe, reply to this message with "unsubscribe" in the subject of the e-mail.